

STUDENTS' SATISFACTION SURVEY REPORT

INTRODUCTION

The only ever centre of higher education in the greater Hajo area, Suren Das College, was established on 29th August, 1979. Beginning with a few students, it was formally known as Hajo Anchalik College, and was housed in the premises of Hajo S.B.S.K.R. Higher Secondary School, Hajo.

The college is the outcome of the dream and untiring efforts of a group of benevolent persons and educationalists of Hajo area. Not only that, the mass participation to the course can be seen in the immense contribution made by various organizations to the college. Organizations such as the No.1 Hajo Gaon Panchayat SamabaySamiti have been making substantial contributions towards the growth and development of the college ever since its inception. The two storied science building of the college is a kind science building of the college is a kind donation of this SamabaySamiti.

The family of Late Suren Das (20th February, 1925 – 18th March, 1982) a noble man of philanthropic outlook donated the existing two-storied Arts building of the college on the land relinquished in favour of the college by the DhoparguriSatra authority. As a mark of respect to their contributions and in order to commemorate Late Suren Das, the Governing Body of the college decided to rename the college as Suren Das College in 1985. The college came under deficit grants-in-aid system w.e.f. 01-01-1987 and has been permanently affiliated to Gauhati University w.e.f. 1994 and is registered under 2(f) and 12(b) of the UGC Act, 1956 w.e.f. 1994-95.

Suren Das College is located at an ideal tranquil site in front of the famous Dhoparguri Satra established by the great Vaishnava saint Sri Madhabdeva and it is sprawling over more than 15 Bighas of land. The place itself has immense historical and socio-anthropological importance. People from all walks of life come to Hajo, to visit the famous pancha-tirtha namely Hayagriba Madhab temple, Kedareswar Temple, Kamaleswar temple, Kameswar temple and Ganesh temple. The coexistence of the panchatirthas and the Poamecca Shrine fosters brotherhood and creates amity in the society.

Conveniently, the college is located on the Barpeta-Daulasal-Guwahati and Hajo-Nalbari road and is about 25 k.ms from Jalukbari, Guwahati. Easy access

of communication to different places provides a congenial atmosphere for diligent academic pursuit.

Students' Satisfaction Survey

A survey study was done by the Internal Quality Assurance Cell to understand the satisfaction of the students on the education system and the infrastructure facilities of the college. The students were selected randomly.

Title: Students Satisfaction on the College Education System and Infrastructure Facilities.

Objectives :

The main objectives of the study-

1. To study the students satisfaction on Education system of the college.
2. To study the students satisfaction on infrastructure facilities offered by the college.

Methodology:

The investigation followed the descriptive survey method for the present study. Sample population is consisted with 200 students who were randomly selected.

Tools:

A set of questionnaire with 33 questions were used as tools for the study. Out of 33, eighteen questions represented education system and fifteen questions were used to collect the opinion of the students for infrastructure facilities of the college.

Area of the study:

The college campus was used as the area of the study and the students of the college were selected randomly as the main population of the study.

Sample of the study :

Total 200 students were selected randomly as the sample of the study

Analysis and interpretation of the data :

Keeping in view the objectives of the study, the analysis of the data has been made under two categories. They are positive and negative response of the

students. Head wise students satisfaction and dissatisfaction percentage is shown bellow in the Table 1.1.

Table – 1.1

Head wise students satisfaction and dissatisfaction percentage.

Total no of students	Name of the Heads	Total response	Positive response		Negative response	
			Total no of P.R.	%	Total no of P.R.	%
200	College Education system	3600	3119	86.63%	481	13.37%
200	Infrastructure facilities	3000	2389	79.63%	611	20.37%

According to the study done by the Internal Quality Assurance Cell total number of response in head of college education system are 3600. Out of 3600, 3119 or 86.37% were positive response and 481 or 13.37% were negative response. Thus we can explain that 86.63% students are satisfied by the education system of the college. Again 3000 response were collected sample on the infrastructure facilities of the college. Out of 3000 response 2389 or 79.63% are the positive response and 611 or 20.37% are the negative response.

Findings of the study :

Students satisfaction percentage is higher than the dissatisfaction percentage on the college education system and infrastructure facilities.

Discussion of the study :

The present study shows that the opinion of the students or respondent are highly positive towards education system of the college and rules of the college. But negative responses are also found in the study. There are some assumed causes for dissatisfaction of the respondent. Which are as follows-

a) For Academic system :

- There are insufficient teachers in the college.
- According to the students ICT based education is not imparted by all the teachers.

- The respondent students express their dissatisfaction with the guidance and counselling centre of the college.

b) For infrastructure facilities :

- The respondent students express their negative response on toilet system of the college.
- They are dissatisfied by the canteen facility and the cleanliness of the classrooms.

Action to be taken :

- More ICT based class rooms are required.
- Guidance and counselling cell which is already planning their roles in the college. Awareness regarding the counselling and active role of the cell is necessary.
- Vacant posts need to be filled up at the earliest.
- Toilet facilities to be improved in terms of number and hygiene.
- Class rooms should be more neat and should have a lively physical environment.

The dissatisfaction of the students have been placed before the college authority for necessary action.

TO STUDY STUDENTS SATISFACTION ON COLLEGE EDUCATION SYSTEM AND INFRASTRUCTURE FACILITIES

Name :

Age :

Semester :

Name of the College :

Sl. No.		Yes	No
1	Are you satisfied with your college environment ?		
2	Do you feel secured in your college environment ?		
3	Is the daily class routine satisfactory ?		
4	Are the furnishing of the classroom sufficient ?		
5	Is the transportation system to reach the college is satisfactory ?		
6	Is the electricity facilitiesatisfactory ?		
7	Is the drinking water facility are satisfactory?		
8	Is the usability of your college library good ?		
9	Is the canteen well equipped ?		
10	Whether separate toilet/washroom facilities are available for the girls and boys ?		
11	Are the Toilet/washroom cleaned and properly maintained ?		
12	Are the classroom are clean and well maintained ?		
13	Are the total number of classrooms are sufficient ?		
14	Is the ICT facilities in the college are adequate and satisfactory?		
15	Is the infrastructure for co-curricular activities satisfactory ?		
16	Are the teaching methods used by your teachers satisfactory ?		
17	Does the books prescribed to your covers the whole syllabus ?		
18	Are the number of teachers sufficient ?		
19	Do you get all kinds of helps from your teaching and non-teaching staff ?		
20	Are the library resources are satisfactory to reach the educational goal ?		
21	Is the class routine always maintained by students and teachers ?		
22	Does the teaching learning process of your college help you for your all-round development?		
23	Do the teachers teach you only the prescribed syllabus ?		
24	Do the teachers gives some life oriented education to you for your future help ?		
25	Is there a guidance and counseling centre in your college ?		
26	Are you guided properly by your teachers ?		
27	Are you guided properly by the administration ?		
28	Is the examination system of your college satisfactory ?		
29	Is the internal evaluation system of your college satisfactory ?		
30	Is the internal assessment examination scheduled in proper time ?		
31	Do the teachers use ICT base education in the classroom ?		
32	Are the teaching methods of the teachers reliable in imparting knowledge ?		
33	Is the learning to acquire knowledge from your teachers satisfactory ?		